



living better lives

Let's talk about Adult Social Care

South Tyneside's Let's Talk Team

From 1 November 2017, South Tyneside residents can contact the Council's Adult Social Care Service through the Let's Talk team on **0191 424 6000** or email LetsTalk@southtyneside.gov.uk

Ring Let's Talk on **0191 424 6000** for any new Adult Social Care enquiry for people who need support with:

- Mental Health problems
- Learning Disabilities
- Adult Safeguarding concerns
- Physical Disabilities
- Older People and Carers

For more information on the Let's Talk Team and Adult Social Care visit:
www.southtyneside.gov.uk/betterlives



South Tyneside Council





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The team will ensure that everyone has access to information and advice to help them improve their wellbeing and find the support they need. This will include online information, and telephone advice supported by trained Adult Social Care Advisors. This means information can be more responsive, up-to-date and tailored to individual requirements.

We are changing the way we work with people. We will develop conversations to listen and connect people to their communities, work intensively with people in crisis to prevent decisions on long term support being made prematurely, and will work with people with longer term needs for support to build a better life.

On first contact the team will ensure that people are connected with support available in their community in order to maximise their independence and achieve the things that matter to them.

If a face-to-face discussion is needed we will be offering appointments in a community base such as The Word and Hebburn Central. By meeting with people in community venues it supports our commitment to enable our residents to be connected to the wide range of resources and facilities available to them.

For people already in touch with a named worker they can continue to contact them using direct dial phone numbers.

[www.southtyneside.gov.uk/
betterlives](http://www.southtyneside.gov.uk/betterlives)